



Inbound Solutions

Offering a host of advantages, allowing businesses to field and manage calls more cost-effectively, Inbound Solutions from TalkTalk Business will make an attractive addition to your portfolio to help broaden significantly your customer base. Easy to sell with no up-front expenditure on equipment or infrastructure required, Inbound Solutions can be tailored to suit any size of business and offer self-serve functionality.

Ideal for:



Businesses with high call volumes



Small businesses and major corporations alike



Companies looking to streamline/manage call costs



Companies looking to increase inbound call capacity



Companies looking to enhance the caller experience

Future-proof investment

With easy transitioning, no hidden costs and a free-of-charge portal, Inbound Solutions represent a compelling, future-proof investment for your customers, with limitless room for growth within our industry-leading Next Generation Network.

talktalkbusiness.co.uk/partners

0800 954 0764

Lines are open Mon-Fri 9am-5pm

How will our Inbound Solutions benefit you and your business?

About TalkTalk Business

TalkTalk Business is one of the UK's fastest growing B2B telecoms providers, offering a full range of business-grade communications products and services, spanning internet access, data, voice and mobile. Our mission is to deliver what matters most to our 180,000+ business and public sector customers, and 800+ Partners, through consistently reliable, easy-to-use, innovative, great value solutions.

TalkTalk Business is truly innovative, looking for ways to disrupt the market and deliver value back to our customers. Following an investment of over £600m, we operate one of Britain's largest Next Generation Networks, with 95% coverage across the UK and more than 3,000 enabled exchanges for Ethernet, EFM and Business Broadband.

With over 20 years' experience providing support to customers - from national retailers to sole traders - and with future-proof, scalable technology, and standout service, TalkTalk Business aims to empower you to connect to the things that matter most: your customers, your employees and your suppliers.

Get in touch and see how we can transform your business

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Recurring revenue stream

Inbound Solutions come with few if any market-entry barriers and represent a solid proposition for your customers. You do not need specialist sales or provisioning skills to 'clinch the deal', whilst the recurring revenue streams from Inbound Solutions can only help your business grow.

Seamless transitioning makes it easy

We make the transitioning process as seamless as possible to minimise disruption, making the entire switch over less time-consuming and costly for you to manage.

Straightforward billing

Once you are 'up and running', we offer a number of billing package options (in any desired format) and data delivery methods to suit your requirements and ensure business continuity.

Business-grade features, scalable options

Our Inbound Solutions provide you with business-grade features and the flexibility to offer your customers a host of scalable options. Our call management technology can be provisioned via API's, enabling you to build and white label your own portal, or take a fully-built TalkTalk Business portal for a low-touch solution.

Ultra secure, quick to set-up

Our secure, easy-to-use interface is accessible on any device with a phone signal or Internet connection to support remote and tele-working. The suite of provisioning and reporting tools helps you (or your customers) to quickly set up, configure and maintain the Inbound Solution.

Guaranteed resilience and reliability

TalkTalk Business absolutely guarantees resilience and reliability in the routing of all calls to ensure that uptime is maintained and business critical services are kept running - a major selling point. Even in the event of a switch failure continuity is achieved, traffic being automatically being re-routed under fault conditions.

IVR functionality

Especially attractive for your customers with high call volume operations, our industry-leading, adaptable Interactive Voice Response facilities not only reduce overheads and improve the quality and continuity of service, but also future-proof the capacity of your customers' Inbound Solutions. Equally beneficial, IVR allows them to re-route and queue calls their way, without the need for human intervention - the caller spends less time being connected, they save money on personnel.

Next Generation Network

The scalable design of our intelligent Next Generation Network lets your customers rapidly increase their capacity to cope with steadily growing customer demand. No matter how rapidly their business expands, Talk Talk Business will always have the capacity to handle call volumes both now and well into the future.

TalkTalk
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